Meeting California's Needs for Residential Care Facility Information through the Internet

REVIEWING STATE BEST PRACTICE WEBSITES PROVIDING CONSUMER RESIDENTIAL CARE FACILITY INFORMATION

2008

MEETING CALIFORNIA'S NEEDS FOR RESIDENTIAL CARE FACILITY INFORMATION THROUGH THE INTERNET

REVIEWING STATE BEST PRACTICE WEBSITES PROVIDING CONSUMER RESIDENTIAL CARE FACILITY INFORMATION

Written By

John Fecondo, MA, MBA
Cristina Flores, RN, PhD
Robert Newcomer, PhD
University of California, San Francisco

ACKNOWLEDGEMENTS

The need for improved consumer access to long term care information has been cited in a number of government reports over the past several years (FTC, 2004; GAO, 1999, 2004). Currently, all 50 states and the District of Columbia make long term care information available to providers and consumers on their websites. However, the quantity and quality of information varies widely from state to state. A 2006 study, *Residential Care and Assisted Living: State Oversight Practices and State Information Available to Consumers* (Mollica, 2006), describes information that is available on state agency websites to consumers and family members about assisted living. This report built on and updated these efforts and examined how states are using websites with facility locator functions to address the public's need for information on residential care facilities. Nine states were selected as models of best practices and are discussed in this report. The first part of this report describes the process of locating and selecting the sites in these nine states. A review of each site follows.

FINDINGS

State government home pages were visited for all 50 states and the District of Columbia to determine where jurisdiction over residential care facilities is located within each state. All but seven states were found to provide websites with at least minimal contact information (name, address, phone number) on residential care facilities. Thirty-five of the states also included facility capacity, 23 listed the administrator name, and 18 identified the owner. These web sites also varied in their functionality. This includes search capabilities (or lack thereof) and the manner in which facility information is presented. Website features range from interactive search functions returning specific facility characteristics, to directory listings containing only names and addresses. Sites in 22 states had search capabilities. In 26 states facility information was presented as a directory listing, 12 states provided a dedicated page for each facility. Thirteen states provide information on surveys, inspections and enforcement actions. These findings are summarized in Table 1 and listed for each state in Appendix 1.

Table 1

Summary of State Web Site Characteristics and Features

	Functionality			Content					
	Search capabilities	Directory listing	Dedicated facility page	No facility info	Name, address, phone	Capacity	Administrator name and contact info	Owner info	Enforcement/inspection info
# of states	22	26	12	7	44	35	23	18	13

Table 1 represents the most common criteria, but it does not include everything that is available. Three states include services and amenities, two states include pricing, and one state reports staffing. Additionally, three states included links to a limited number of facility websites. Information on resident characteristics, occupancy rates and data sources are currently unavailable. No single site demonstrates all of the best features. However, nine were selected and are reviewed here as models of best practices based on the accessibility, functionality, and content of the web site. Improvements could be made in all of them, but each is substantially

more informative and consumer-friendly than the web site available in California through CCLD.

Best Practices Selection Criteria

- Accessibility: Finding the facility locator is easier for visitors who know which state department or agency oversees residential care. This requires some knowledge of state government because residential care falls under different departmental jurisdictions in each state and departmental names vary from state to state (e.g. Health, Aging, Social Services, Elder Affairs, Public Welfare). Furthermore, the agency directly responsible for residential care is often a licensing or regulatory division within a larger department. Ideally, the visitor to the site will know the name of the appropriate department. The best sites were only a few clicks away from the home page of the department which oversees residential care facilities.
- Functionality: How the information is presented varies widely among the states with search results ranging from single page directory listings, to tables with hyperlinks and dedicated pages for each facility. In some cases, pages with multiple links provide comparative tables and enforcement information. Although features on the most sophisticated sites can link visitors to very specific and useful information, the possibility exists for confusion when the information is not presented clearly. Additionally, some states combine residential care and assisted living searches with other healthcare facilities (e.g. nursing homes), home health agencies, and facilities for youth and the developmentally disabled. Sites which distinguish among these services can make it easier for visitors to target searches and avoid spending time reviewing information unrelated to their needs. The best sites have a dedicated page for each facility, allowing for more information to be presented and interpreted.
- Content: Available information includes; facility name, address and phone number, facility capacity, ownership information, the name of the facility administrator, information on surveys, inspections and enforcement actions. Thirteen states met these criteria. The best practice states were selected from among these, with the additional consideration of the site's functionality.

  Information is presented in several formats within the best practice states. This ranges from Texas where tables compare facility citations and deficiencies with county-wide and state-wide averages, to Idaho and Michigan which provide access to reports in their entirety. Louisiana lists the dates of recent inspection visits and advises consumers that hard copies of the reports are available from the licensing bureau. Arizona, Colorado, Georgia, Missouri, New Jersey, New York, Ohio, Virginia, and Wisconsin summarize versions of reports and make these available online. The Missouri site also provides plans of correction. Utah is not providing enforcement information at this time, but this site has a "report card" feature under construction. Reporting of inspection and enforcement information is summarized in Table 2.

Table 2

States that provide inspection and enforcement information

	Full Reports	Summaries	Frequency Tables
ID	X		
MI	X		
MO		X	
AZ		X	
CO		X	
GA		X	
NJ		X	
NY		X	
OH		X	
VA		X	
WI		X	
LA			X
TX			X

BEST PRACTICES IN NINE STATES

Arizona

Accessibility. The Department of Health Services (DHS) oversees residential care facilities in Arizona http://www.azdhs.gov/. From the DHS home page, visitors can link to "Licensing and Certification" under the "Programs and Services" menu. This link leads to the "Assisted Living/Special Licensing Programs" page. On that page, visitors have two choices under "Facility Information". One link opens a new page with downloadable lists of eight types of licensed facilities, including assisted living. The "Assisted Living Homes and Centers" list, in turn, contains five different subtypes of services. The other link, labeled "Facility Information", takes visitors to a page where they can link to the facility locator function.

Functionality. In the main facility locator page, visitors can enter information into any or all of the following fields: provider (facility) name, address, city, zip code, and provider (facility) type. Eleven different provider types are available from a drop down menu. To aid in selection, a separate link opens a descriptions of the different types of services. Search results are presented as a list.

Content. The list of facilities includes the facility name and address. Facility names are hyperlinked.   Clicking the facility name takes the visitor to a page dedicated to the facility. The following information can be viewed on the facility page: facility name, address, phone, facility id, license, and provider type. There is a space where and enforcement actions are listed.

Enforcement actions are viewable and downloadable as PDFs. Enforcement actions summaries provide final enforcement action and date, amount of fine, file number and a number to call for more information. The information can be accessed in two locations; (1) at the bottom of each facility information page, and (2) by a link on the DHS Division of Licensing Services Home Page which allows searches of the enforcement action database by type of facility,

provider/licensee name, location, and provider. Enforcement information is updated quarterly.

Florida

Accessibility. The Department of Elder Affairs (DEA) oversees residential care facilities in Florida http://elderaffairs.state.fl.us/. From the DEA home page, visitors can link to "Housing, Assisted Living, and Adult Day Care". This link opens a page with definitions for five different types of services. "Assisted Living Facilities" opens a page with more information. The bottom of this page contains a link to the "Florida Affordable Assisted Living Website" which includes a facility locator function, called "Find-A-Facility".

Functionality. The main facility locator page includes links for consumers and providers. Clicking the consumer link takes visitors to a disclaimer page before opening the first of six search pages where visitor can initiate a search by entering either zip code or county from a drop down menu. The second search page offers an opportunity to select from one of two payment options and one of five monthly price ranges. The third page offers seven options for residential unit preferences. The fourth page offers the option to narrow down the search according to14 different service options. The fifth page offers nine different special accommodations and services to further narrow the search. The sixth and final page offers choices from seven different special residency requirements. Search results are generated after navigating through these choices. On most pages, visitors can continue searching without selecting any criteria,

The search results are presented separately for Assisted Living Facilities and Adult Family Care Homes. Both include the number of search results and links are provided to access the full search results which are presented as a list.

Content. The list of facilities includes the facility name and address. Facility names are hyperlinked. Available information, presented on a dedicated facility page and accessed by clicking the facility name, is organized into the following four categories: facility contact information, license information, financial information, facility information. The first two categories contain six fields, the third contains two fields, and the last contains four fields. Most of these fields were not populated with data at the time of this study's search. No enforcement information was provided in this state at the time of the search.

Georgia

Accessibility. The Department of Human Resources (DHR) oversees residential care facilities in Georgia http://www.dhr.state.ga.us/portal/site/DHR/. The facility locator is available through the Office of Regulatory Services (ORS) home page http://www.ors.dhr.state.ga.us/. From the DHR home page, visitors can link to "Services". This link opens a page which includes a list of five services provided by the DHR. Clicking "Senior Services" opens a page where a "Long Term Care Facilities" link appears. Clicking the "Long Term Care Facilities" leads to the facility locator function, called "find a facility". Additional clicks are required to reach the main page for the "Facility Location and Information Guide."

Functionality. The "Facility Location and Information Guide" allows searches for all licensed facilities in the state and is divided into three categories. Visitors seeking information on residential care can choose "Personal Care Homes" from the appropriate category, and select

optional searches by city, county and/or zip code to find facilities in certain areas of the state. Visitors may also limit the search results to facilities within a certain radius of a chosen location. Results lists can be sorted by facility name, type, county, city, or zip code. Additionally, the facility name can be entered near the bottom of the page. Search results can be presented as a directory listing or with specific information detailed in the next section.

Content. The directory listing contains facility name, address, zip code, phone number, administrator name, facility type, and total capacity. The detailed search results are presented in a table. This table also indicates if inspection reports are available. Facility names and inspection report responses are hyperlinked.

Information available on the dedicated facility page includes: facility name, address, phone number, mailing address, accreditation status, administrator and licensed capacity. Clicking the inspections report link opens a report summary page with the name of the facility and types and dates of inspections. Inspections information is categorized into an "Inspection summary report" table, which contains: (a) dates of inspection, type of inspection (e.g. annual visit or investigation), yes/no violation found, whether or not visit was initiated by the facility, and a link to view the report as a PDF or HTML, (b) inspection form which includes opening comments explaining why visit was made, followed by the number and text of the relevant statute - details of the inspection are presented as a narrative written by the inspector, (c) and a viewable copy of the "statement of deficiency and plan of correction" form. Additionally, there is a link to a three-page FAQ's document.

Michigan

Accessibility. The Department of Human Services (DHS) oversees residential care facilities in Michigan http://www.michigan.gov/dhs. From the DHS home page, visitors can link to "Adult Foster Care and Homes for the Aged" under Online Lookups. Clicking that link opens the page with the facility locator function.

Functionality. On the main facility locator page, the "Statewide Search for Adult Foster Care / Homes for the Aged Facilities" allows searches for six different types of foster care homes (distinguished by size). A table at the bottom of the page differentiates between these types. "Homes for the Aged" are grouped under one heading. Here, visitors can enter information into any or all of the following fields: facility name, address, county, city, zip code, facility type (described above), and license number. Michigan also has the added feature of a clickable state map, divided by county as an alternate way to initiate the facility search. The search results from any of these criteria are presented in a table.

Content. The table with the list of facilities includes: license number, facility name, city, county, phone number and zip code. Facility names are hyperlinked to a dedicated facility page, Information is presented in a table and grouped into five categories: facility information, licensee information, license information, services offered, and reports available.

- Facility information includes facility name, address, phone, county and license status.
- Licensee information contains name, address and phone.

- License information includes the license number, type, effective date, expiration date, facility type and capacity.

- The "services offered' section includes the types of groups served by the facility and any special facility certifications.

- The "reports available" section licensing and inspection information.

Three types of online inspection reports are available in PDF format: (a) the "Original and Renewal Licensing Study Report" completed in response to the initial or renewal application for license on all facilities, (b) the "Inspection Report" based on interim inspections conducted at or near the midpoint of the effective dates of the license, and (c) the "Special Investigation Report" conducted in response to rule related complaints received regarding a facility. Specific content includes: cover letter, identifying information, allegation, methodology, narrative description of full investigation, applicable rules (per statutes).

Investigation reports with violation of rule or statute are removed from the site after two years. There is also advice on making Freedom of Information Act Requests. Additionally, the site provides the following message: "The presence of a special investigation report on this site does not mean there were any substantiated rule violations. Please read any report in its entirety."

Missouri

Accessibility. The Department of Health and Senior Services oversees residential care facilities in Missouri http://www.dhss.mo.gov/. From the DHSS home page, visitors can link to "Senior Services". This page which contains a link to "Show-Me Long-Term Care", the facility locator function.

Functionality. The "Show-Me Long-Term Care" feature allows searches by county or city or zip code (all drop down menus). The search results are presented in a table.

Content. The table listing includes the facility name, level of licensure, and city. Clicking a "level of licensure" link takes the visitor to a page describing the different levels. Facility names are hyperlinked. Clicking the facility name takes the visitor to a page devoted to the facility. The following is available on this page: facility name, street address, city/state/zip, phone number, level of licensure, total number of licensed beds, Medicaid beds, administrator name, and operator name. Also available are dates and types of inspections and plans of correction. A link to inspection reports is provided organized by inspection date. There is an available option to click on Federal POC or LSC POC to display the Statement of Deficiencies and Plan of Correction. Scanned copies of forms are available.

New Jersey

Accessibility. The Department of Health and Senior Services (DHSS) oversees residential care facilities in New Jersey http://www.state.nj.us/health/. From the home page, visitors can access a "Seniors and Caregivers" pull down menu and select "Long Term Care". A link there opens the Division of Health Facilities Evaluation and Licensing (DHFEL) home page. A link labeled "Search Licensed Facilities & Services" takes the visitor to a facility locator function page where

they can choose to search "acute care facilities and services" or "long term care facilities and services". A table describes the facility types.

Functionality. The "Search for Long Term Care Facilities" function allows visitors five different search options: county and type, city and type, name of facility, licensed owner, officer/principal. Additionally, a sidebar provides links to a dozen other sites offering information for providers, employees, consumers, and copies of publications, forms, statutes, and more. Clicking one of the "county", "city" or facility "name" icons allows a search according to type of facility, payment funding sources and specialized care needs. "Licensed Owner" and "Officer Principle" search results are listed alphabetically and numerically. The search results are presented in a table.

Content. The table listing of facilities includes: facility name address and phone number; facility type, payment types, and an option to view a map showing the location of the facility.   Facility names are hyperlinked. This goes to a dedicated facility page containing: facility name, address, phone number, facility type, license number, expiration date of license, administrator name, and facility capacity. A linked tab on the search results page opens a page with a routine inspection summary, a complaint inspection summary, and enforcement actions. The number of incidents under each category is given. Clicking a link for "more information" opens a page with a table showing the regulation that was cited and the "tag title" naming the nature of the incident.

Under a separate section labeled "owner/officer information", licensed owner(s) and officer(s) are listed and each name is hyperlinked. Clicking the owner name opens a page with contact information and the type of business (e.g. profit or non-profit). Additionally, all facilities associated with this owner name are included on the page. The officer names also provide links to separate pages which list the names of all the facilities with which individual officers are associated.

Ohio

Accessibility. The Department of Aging (DoA) oversees residential care facilities in Ohio http://www.goldenbuckeye.com/. The facility locator (i.e., "Long Term Care Consumer Guide" home page) can be accessed from here. Three search options are available: nursing homes, assisted living, and health care/other. These links open a page with the respective facility locator function.

Functionality. The main facility locator page includes options for entering a number of criteria: county, city, key word, facility name, along with options to select from more than a dozen services by using check boxes. The search results are presented in a table.

Content. Facility information is grouped into the following: survey, location and ownership, special care services, services to non-residents, affiliations, policies, beds and rates, and staff. Each category is accessed by clicking a tab near the top of the search results page, and each category has up to a dozen or more sub-categories. At the time of the study's search most of these were not populated with data. One exception was the subcategories under the "survey" tab. Data was presented here on the most recent annual survey date and links to the inspection report and facility response. That page shows the number of citations for each facility and a

comparative table with the number of citations for a facility and for the entire district where that facility is located. Dates where deficiencies were reported link to table which lists the specific code cited with a link to the code. If there was a "real and present danger" citation, the date correction was confirmed, and a link to view "inspection findings/facility response" appear in the form of brief narratives. Information available on a dedicated facility page, accessed by clicking the facility name under the survey tab, is limited to what facilities chose to self-report. In most instances, the address and phone number was all that was available at the time of our survey.

Texas

Accessibility. The Department of Aging and Disability Services (DADS) oversees residential care facilities in Texas http://www.dads.state.tx.us/. From the DADS home page, visitors can access the Texas facility locator by clicking the "Find and Compare Long Term Providers" link. This opens the Long Term Care Quality Reporting System home page, where the facility locator function for "Assisted Living" is accessed.

Functionality. From the main facility locator page, visitors can choose from a number of long term care options. The link for assisted living facilities takes visitors to a page where there is a choice to search by county, zip code, area code, or city. There is also an option to show all cities that have the desired service. The search results are presented in a table.

Content. Information in the table of facilities includes only the facility name and address. Facility names are hyperlinked. Clicking the facility name takes the visitor to a page devoted to the facility. Information on the dedicated facility page is grouped into five categories: ownership information, facility description, complaints, investigations and inspections, and events.

- Ownership information includes owner name, type of business entity, and whether or not it is part of a multi-facility chain. Additionally, information is provided on the controlling party structure of the facility which shows the principal owners and their % of ownership.

- Facility description states the total capacity.

- Complaints are presented in a table for the previous three years, and include both the number of investigated and substantiated complaints for the facility and for the state averages during those periods.

- Investigations and inspections include information on complaint-related and routine visits by the licensing agency.

- Events includes reports on significant occurrences such as changes in facility ownership

Two tables summarizing enforcement information are presented on the facility information page. The first table lists the number of complaints investigated and the number of substantiated complaints for the facility along with state averages for the prior three years. The second table lists the date of the most recent comprehensive inspection, the number of health violations (by facility and state average) and the number of life safety violations (by facility and state average). Directly below the table is the date and a brief description of the violation(s) cited.

Additionally, the site provides the following message: "Providers are encouraged to report any inaccuracies in this summary to DADS by using this link"

Virginia

Accessibility. The Department of Social Services (DSS) oversees residential care facilities in Virginia http://www.dss.virginia.gov/. From the DSS home page, visitors can access the "Adult Programs and Services" page by clicking the "Adults" link. This opens a page which includes a link to "Assisted Living Facilities". The "Assisted Living Facilities" link opens a page with the facility locator function.

Functionality. From the facility locator page visitors can search by facility name, by location (using a drop down menu to choose a city or county), by zip code, or according to one of three special services. Search results are presented as a list.

Content. The list of facilities includes the name, address, and phone number. Facility names are hyperlinked. Clicking the facility name takes the visitor to a page devoted to the facility, where the following is available: facility name, address and phone number; facility type, license type and expiration date; qualification (i.e. level of service facility can provide), administrator name, capacity, and the name and telephone number of the inspector. Additionally, compliance information is provided in the form of a list of inspection dates, whether or not the visit was complaint related, areas reviewed, whether or not any violations were reported, and name of the inspector and phone number. Where appropriate, information in each of these three columns is hyperlinked to inspection reports which include areas reviewed (according to statute number), comments, descriptions of violations and plans of correction.

SUMMARY AND RECOMMENDATIONS

State websites have the potential to serve an important role in consumers' needs for residential care facility information. However, at the time of our survey of the state web sites, most states were offering only minimal support for this. Searches by facility name, city or county and zip code are some of the most common features allowing visitors to generate a facility list. Search capabilities such as for pricing information, types of services offered or special needs served, and types of payment accepted are not yet well developed or common. States providing content beyond basic contact information tend to favor a dedicated page for each facility. This is has been used to include ownership information, details on facility features, and inspections reports and enforcement actions. Access to these pages is done by hyper-linking facility names to a dedicated facility page. About one-third of the states offer this enhancement. A few states offer comparisons between facilities, usually in the form of comparisons in the number and type of citations relative to other facilities in the same county or to statewide averages.

The absence of web information beyond that which is available in a phonebook has created opportunities of placement and referral companies. These have proliferated. Many are now national. They operate by enrolling residential care facilities as clients, and charge the provider a fee (the equivalent of one half to one months rent) for any referred clients who elect to move into the facility. The referral service may often have no specific information about the facilities, nor on-site experience it, so they add no value to the phonebook information. A further limitation is

that the referral companies offer information only about facilities who are enrolled with them. Trade associations have also tried to fill the information void, but only relative to their member organizations. Typically, these associations support web sites with hyperlinks to facility pages where virtual tours are possible, and various descriptive information on amenities and services may be available. Typically, neither the association nor the facility sites include evaluative materials, detailed pricing information, staffing, or many details on current residents characteristics.

All of this is to say that the slow development of state licensing supported websites as information sources for residential care under serves the public, directly and in terms of the limited information available from the market response to this information need. There are hopeful signs from at least the nine states profiled here, that much of this information need will be available to the public soon. However, even the best of these state websites are lacking keys elements in decision-making, including opportunities for facilities to be highlighted for positive attributes and outcomes, not just negative performance.

California--among the leading states in terms of licensed residential care beds per 1000 population, and the home of Google, and other web-based information systems-- is not among the leaders in the development and provision of useful consumer information about this very important component of the long tern care system.

REFERENCES

Carder, P., & Hernandez, M. (2004). Consumer Discourse in Assisted Living. *Journal of Gerontology: Social Sciences, 59B*(2).

Carpenter, D., Sheridan, S., Haenlin, K., & Dean, D. (2006). *Environmental Scan of Instruments to Inform Consumer Choice in Assisted Living Facilities* (No. 07-0032-EF). Rockville MD: AHRQ.

Castle, N., & Sonon, K. (2006). Internet Resources and Searching for a Residential Care Setting: What Information is Available to Consumers? *The Journal of Applied Gerontology, 25*(3).

Castle, N., & Sonon, K. (2007). The Search and Selection of Assisted Living Facilities by Elders and Family. *Medical Care, 45*(8).

Collier, E., & Harrington, C. (2005). Discharge Planning, nursing home placement, and the Internet. *Nursing Outlook, 53*(2).

Fallows, D. (2004). *The Internet and Daily Life*: Pew Internet and American Life Project.

Flores, C., & Newcomer, R. (2007). Toward a Framework for Monitoring the Quality of Care in Residential Care for the Elderly. *Seniors Housing and Care Journal, 14*(1).

FTC. (2004). Improving Health Care: A Dose of Competition. In Federal Trade Commission and Department of Justice (Ed.).

GAO. (1999). Assisted Living: Quality of Care and Consumer Protection Issues in Four States. In General Accounting Office (Ed.).

GAO. (2004). Assisted Living: Examples of State Efforts to Improve Consumer Protections. In Government Accounting Office (Ed.).

Kane, R., & Kane, R. (2001). What Older People Want From Long Term Care, And How They Can Get It. *Health Affairs, 20*(6).

Mollica, R. (2006). *Residential Care and Assisted Living: State Oversight Practices and State Information Available to Consumers*. Rockville MD: AHRQ.

Newcomer, R., & Maynard, R. (2002). Collecting Better Data in Seniors Housing and Care: Industry Problems and Potential Solutions. *Seniors Housing and Care Journal, 10*(1).

O'Meara, J., Kitchener, M., Collier, E., Lyons, M., Billwiller-Kiss, A. d., Payne-Simon, L., et al. (2005). Case Study: Development of and Stakeholder Responses to a Nursing Home Consumer Information System. *American Journal of Medical Quality, 20*(1).

APPENDIX 1

RESIDENTIAL CARE FACILITY LOCATOR WEB ADDRESSES, BY STATE

Alabama

- http://ph.state.al.us/facilitiesdirectory/(S(fqkrxpjzf0jfdg45nj0sqh45))/Default.aspx (accessed on 4/2/07).

  Healthcare Facilities Directory - Search by county, city, or facility type returns list.

- http://ph.state.al.us/facilitiesdirectory/(S(fqkrxpjzf0jfdg45nj0sqh45))/ReportView.aspx (accessed on 4/2/07). Statistical summary of all facility types.

Alaska

- http://www.hss.state.ak.us/dsds/rural/pdfs/AssistedLivingHomesStatusApril2004.pdf (accessed on 4/2/07). Table of state stats for AL homes.

Arizona

- http://www.azdhs.gov/als/hcb/index.htm (accessed on 3/26/07). ALS Search page: search function returns basics info. Space for enforcement actions at bottom of each facility page.

Colorado

- http://www.hfemsd1.dphe.state.co.us/hfd2003/homebase.aspx?Ftype=pcbhpp&Do=list (accessed on 3/26/07). Search function. Facility listings include Ombudsman phone number, ownership type, and administrator contact info.

Connecticut

- http://www.dph.state.ct.us/ (accessed on 3/26/07). Dept of Public Health Home Page – little consumer info on LTC housing.

- http://www.dph.state.ct.us/Scripts/hlthfac.asp (accessed on 4/2/07). Health Care Facilities Licensure

- http://www.physicians.dph.state.ct.us/web_public/web_public.show (accessed on 4/2/07). Physician profile

District of Columbia

- http://app.doh.dc.gov/services/administration_offices/hra/crcfd/comm_res_list.shtm (accessed on 3/26/07). Link to provider list; limited info and no designated services for elderly. No enforcement action info.

Delaware

- http://www.dhss.delaware.gov/dhss/dltcrp/licfac.html (accessed on 3/26/07). Licensed facilities list.

- http://www.dhss.delaware.gov/dhss/dltcrp/assistedlivingfacilities.html (accessed on 3/26/07). Facilities list. Directory listing, includes capacity. No enforcement info.

Florida

- http://faal.myflorida.com/ (accessed on 3/26/07). Search page for "affordable assisted living".

  Detailed search function, basic info and extensive facility info on services, and general price info. Links to facility websites. No enforcement info.

Georgia

- http://www.ors.dhr.state.ga.us/ (accessed on 3/26/07). Find a facility search tool for all levels and types of care. Includes inspection reports.

Idaho

- http://www.healthandwelfare.idaho.gov/DesktopModules/DocumentsSortable/DocumentsSrt View.aspx?tabID=0&ItemID=4974&MId=11670&wversion=Staging (accessed on 3/26/07). 20 page list of facilities with links to inspection reports.

Illinois

- http://www.slfillinois.com/county.html (accessed on 3/26/07). Links by county to homes , limited info.

Kentucky

- http://chfs.ky.gov/dhss/ (accessed on 3/26/07). Dept. for Human Support Services

- http://chfs.ky.gov/agencies/os/dail/ALC.htm (accessed on 4/3/07). Assisted Living Communities home page.

Maine

- http://beas.dhs.maine.gov/rcare/ (accessed on 3/26/07). Facilities search page. Basic info, including payment type and population served.

Massachusetts

- http://170.63.97.68/?pageID=elderssubtopic&L=3&L0=Home&L1=Housing&L2=Assisted+ Living&sid=Eelders (accessed on 3/26/07). Elder Affairs website. Includes consumer's guide and list of residences by town with address and # of units.

Michigan

- http://www.michigan.gov/dhs (accessed on 3/26/07). Dept of Human Services Home page.

- http://www.dleg.state.mi.us/brs_afc/sr_afc.asp (accessed on 3/26/07). Homes for the aged lookup page. Reports available.

Minnesota

- http://www.health.state.mn.us/divs/fpc/fpc.html (accessed on 3/26/07). Minnesota Health Care Facilities Programs home page. Consumer information but no facility information.

Missouri

- http://www.dhss.mo.gov/showmelongtermcare/longtermcare.html (accessed on 3/26/07).

  Information on how any licensed Missouri long-term care facility did on its last inspection.

Montana

- http://www.dphhs.mt.gov/sltc/index.shtml (accessed on 3/26/07). Aging Services Portal
- http://www.dphhs.mt.gov/sltc/Search/facility.shtml (accessed on 3/26/07). Facility search-currently under construction.

New Hampshire

- http://www.dhhs.nh.gov/DHHS/OMBP/default.htm (accessed on 4/3/07). Office of Medicaid Business & Policy

New Jersey

- http://www.state.nj.us/health/ltc/cgi/facilitysearch.shtml (accessed on 3/26/07). Statewide facility search. Basic information, size, and funding sources only by county

North Dakota

- http://www.health.state.nd.us/hf/PDF_files/ndbasic_care.pdf (accessed on 3/26/07). 7 page list with basic information.

Ohio

- http://www.ltc.ohio.gov/consumer/search2.asp?s=RCF (accessed on 3/26/07). Link to search function, very detailed.

Oklahoma

- http://www.health.state.ok.us/PROGRAM/condiv/hrsd/okdir~1.asp?pageID=14&sort=1 (accessed on 3/26/07). Assisted Living Centers link. Basic information only.

Oregon

- http://dhsforms.hr.state.or.us/Forms/Served/SE9098.pdf (accessed on 3/26/07). 16 page consumer guide
- http://oregon.networkofcare.org/facilitylocator/search.cfm (accessed on 3/26/07). Facility locator returns basics and owner/operator info - locator function is part of a statewide "Network of Care" program.

Pennsylvania

- http://www.dpw.state.pa.us/disable/personalcareassistedliving/003670205.aspx (accessed on 3/26/07). Personal Care Home directory. Updated 9/20/06. Basic information only. Includes name of legal (owner) entity name under facility name. Can also search using legal name.

Utah

- http://health.utah.gov/hflcra/ (accessed on 3/26/07). Home page for Bureau of Health Facilities
- http://health.utah.gov/hflcra/reportcard/reportcard.php (accessed on 3/26/07). Certified Facility Report Card. State map by county – under construction.
- http://health.utah.gov/hflcra/ (accessed on 3/26/07). Facility information.

Vermont

- http://www.dad.state.vt.us/ltcinfo/RCH/List.html (accessed on 3/26/07). List of residential care homes in Vermont. Sorted by level of care in alphabetical order.

Washington

- http://www.aasa.dshs.wa.gov/Lookup/BHRequestv2.asp (accessed on 3/26/07). Boarding Home Locator

Wisconsin

- http://dhfs.wisconsin.gov/bqaconsumer/AssistedLiving/profiles/profilesAstdLvg.htm (accessed on 3/26/07). Assisted Living Provider Profiles, includes links to inspection summary. Limited info on reports.

APPENDIX 2

FINDINGS ON BASIC CRITERIA BY STATE (SHADED STATES PROVIDE EXAMPLES OF BEST PRACTICES)

State	Search function or Directory Listing	Contact info (name, address, phone)	Administrator or Contact Name	Licensee/ Owner info	Capacity		State	Search function or Directory Listing	Contact info (name, address, phone)	Administrator or Contact Name	Licensee/ Owner info	Capacity
AL	search returns list	yes	yes	yes	yes		MT	under construction	N/A	N/A	N/A	N/A
AK	list	"location" only	no	yes	yes		NE	list	yes	yes	yes	yes
*AZ	search	yes + license number	no	no	on a separate list		NV	search returns list	yes	yes	no	yes
AR	list	yes	yes	no	yes		NH	NEITHER	N/A	N/A	N/A	N/A
CA	search returns list	yes	yes	no	yes		*NJ	search	yes	no	no	yes
*CO	search returns list	yes	yes	limited	yes		NM	list	yes	no	No	no
CT	search	yes	yes	no	yes		*NY	search returns list	yes	no	yes	yes
DE	list	yes	no	no	yes		NC	list	yes	some	yes	yes
DC	list	yes	no	no	yes		ND	list	yes	yes	no	yes
FL	search	yes	no, but email address	no	yes		*OH	search	yes	yes	yes	only for a few facilities
*GA	search	yes	yes	no	yes		OK	list	yes	yes	no	yes
HI	list	yes	yes	no	yes		OR	search returns list	yes	yes	yes	yes
*ID	list	name and city only	only on reports	sometimes	no		PA	search returns list	yes	no	yes	yes
IL	search returns list	yes	no	no	no		RI	NEITHER	N/A	N/A	N/A	N/A
IN	list	yes	no	no	no		SC	list	yes	yes	yes	yes
IA	NEITHER	N/A	N/A	N/A	N/A		SD	list	yes	no	no	no
KS	NEITHER	N/A	N/A	N/A	N/A		TN	search returns list	yes	yes	yes	yes
KY	list	yes	no	no	no		*TX	search	yes	no	yes	yes
*LA	search	yes	yes	no	no		UT	search returns list	yes	no	no	yes
ME	search	yes	yes	yes	yes		VT	list	yes	yes	yes	yes
MD	list	yes	yes	no	yes		*VA	search	yes	yes	no	yes
MA	list	yes	no	no	yes		WA	list	yes	no	no	yes
*MI	search	yes + license number	no	yes	yes		WV	list	yes	no	i.d. number	no
MN	list	yes	yes	yes	yes		*WI	list	yes	no	no	no
MS	NEITHER	N/A	N/A	N/A	N/A		WY	NEITHER	N/A	N/A	N/A	N/A